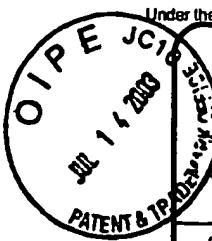


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PTO/SB/08A (08-00)



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## **INFORMATION DISCLOSURE STATEMENT BY APPLICANT**

*(use as many sheets as necessary)*

Sheet 1 of 1

Sheet 1 of 1 Attorney Docket Number BLPU.P001

**Complaint if Known**

<b>Application Number</b>	09/825,589
<b>Filing Date</b>	April 3, 2001
<b>First Named Inventor</b>	David Andre
<b>Group Art Unit</b>	2151 7623
<b>Examiner Name</b>	Unknown
<b>Attorney Docket Number</b>	BLPU.P001

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**Examiner  
Signature**

Date  
Considered

12-17-04

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## **INFORMATION DISCLOSURE STATEMENT BY APPLICANT**

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Sheet 1 of 2

<b>Complete if Known</b>	
Application Number	09/825,589
Filing Date	04/03/2001
First Named Inventor	David Andre
Art Unit	<del>2161 362)</del>
Examiner Name	unknown
Attorney Docket Number	BLPU.P001

Examiner Signature:  Date Considered: 12-17-07

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*Complete if Known*

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**INFORMATION DISCLOSURE STATEMENT BY APPLICANT**

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Sheet

2

of

2

<b>Application Number</b>	09/825,589
<b>Filing Date</b>	04/03/2001
<b>First Named Inventor</b>	David Andre
<b>Art Unit</b>	2151 3623
<b>Examiner Name</b>	unknown
<b>Attorney Docket Number</b>	BLPU.P001

**NON PATENT LITERATURE DOCUMENTS**

Examiner Initials*	Cite No. <sup>1</sup>	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T <sup>2</sup>
JGS		Institute of Electronic et al: "Performance modelling of automatic call distributors: assignable grade of service staffing". Proceedings of the International Switching Symposium, Yokohama, Oct. 25-30, 1992, Tokyo, IEICE, JP. Vol 2 Symp. 14, 25 Oct. 1992. Pages 294-298 XP000337733	
JGS		Jackson et al: "Queues with dynamic priority discipline". Management Science, Institute of Management	
JGS		Kleinrock et al: "Queueing systems volume 55-68 II: computer applications". Queueing Systems, J.C. B	

Examiner Signature

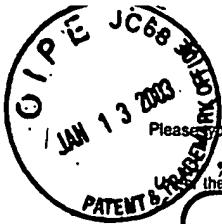
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Substitute for form 1449A/PTO

## **INFORMATION DISCLOSURE STATEMENT BY APPLICANT**

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Sheet 1 of 1

<i>Complaint If Known</i>	
<b>Application Number</b>	09/825,589
<b>Filing Date</b>	April 3, 2001
<b>First Named Inventor</b>	David Andre
<b>Group Art Unit</b>	243T 3623
<b>Examiner Name</b>	Unknown
<b>Attorney Docket Number</b>	BLPU.P001

#### **U.S. PATENT DOCUMENTS**

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## **FOREIGN PATENT DOCUMENTS**

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## **INFORMATION DISCLOSURE STATEMENT BY APPLICANT**

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Sheet 1 of 1

Substitute for form 1449A/PTO				Complete if Known	
<b>INFORMATION DISCLOSURE STATEMENT BY APPLICANT</b> <i>(use as many sheets as necessary)</i>				Application Number	09/825,589
				Filing Date	April 3, 2001
				First Named Inventor	David Andre
				Group Art Unit	2161 3623
				Examiner Name	Unknown
Sheet	1	of	1	Attorney Docket Number	BLPU.P001

## **U.S. PATENT DOCUMENTS**

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## **FOREIGN PATENT DOCUMENTS**

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12-17-04

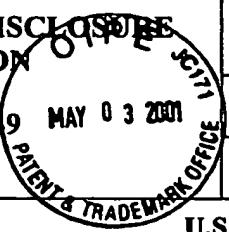
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<sup>1</sup> Unique citation designation number. <sup>2</sup> See attached Kinds of U.S. Patent Documents. <sup>3</sup> Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). <sup>4</sup> For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. <sup>5</sup> Kind of document by the appropriate symbol as indicated on the document under WIPO Standard ST. 18 if possible. <sup>6</sup> Applicant is to place a check mark here if English language Translation is attached.

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<b>INFORMATION DISCLOSURE CITATION</b> 		ATTY. DOCKET NO. 20191-701		SERIAL NO. 09/825,589			
		APPLICANT David Andre, et al.					
		FILING DATE 4/3/2001		GROUP <i>DNA 3623</i>			
<b>U.S. PATENT DOCUMENTS</b>							
EXAMINER'S INITIALS	PATENT NO.	DATE	NAME	CLASS	SUBCLASS	FILING DATE	
JGS	6,044,355	3/28/2000	Crockett, et al.	705	8	7/9/1997	
JGS	5,325,292	6/28/1994	Crockett	364	401	7/28/1994	
JGS	4,510,351	4/9/1985	Costello	179	27	10/28/1982	
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<b>FOREIGN PATENT DOCUMENTS</b>							
EXAMINER'S INITIALS	PATENT NO.	DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION	
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						<input type="checkbox"/>	<input type="checkbox"/>
						<input type="checkbox"/>	<input type="checkbox"/>
<b>OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)</b>							
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EXAMINER <i>GK</i>	DATE CONSIDERED <i>12-17-04</i>						

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<b>INFORMATION DISCLOSURE CITATION</b>  PTO-1449 MAY 03 2001 PATENT & TRADEMARK OFFICE U.S. GOVERNMENT PRINTING OFFICE: 2001 5010-047-02		ATTY. DOCKET NO.		SERIAL NO.			
		20191-701		09/825,589			
		APPLICANT		David Andre, et al.			
		FILING DATE		4/3/2001	GROUP <del>A/A</del> 3623		
<b>U.S. PATENT DOCUMENTS</b>							
EXAMINER'S INITIALS	PATENT NO.	DATE	NAME	CLASS	SUBCLASS	FILING DATE	
JLS	5,917,485	6/29/1999	Spellman, et al.	345	336	5/7/1997	
JLS	6,021,403	2/1/2000	Horvitz, et al.	706	45	7/19/1996	
<b>FOREIGN PATENT DOCUMENTS</b>							
EXAMINER'S INITIALS	PATENT NO.	DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION	
						YES	NO
	WO 00/08556	17/02/2000	PCT	G06F	9/44	<input type="checkbox"/>	<input type="checkbox"/>
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						<input type="checkbox"/>	<input type="checkbox"/>
<b>OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)</b>							
JLS	Dennis Cox, "Handling Multi-Media Work"; A Pipkins White Paper; www.pipkins.com; March 12, 2001; Pages 1-3						
JLS	Pipkins, Inc.; "SkillSense™ Scheduling; www.pipkins.com; March 12, 2001; Pages 1-2						
JLS	Pipkins, Inc.; "Merlang® Algorithms; www.pipkins.com; March 12, 2001; Pages 1-2						
JLS	Dennis Cox; "Skill Based Routing vs. Skill Set Scheduling; A Pipkins White Paper; www.pipkins.com; March 12, 2001; Pages 1-6						
JLS	Pipkins, Inc.; "Skill Set Scheduling"; www.pipkins.com; March 12, 2001; Pages 1-4						
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